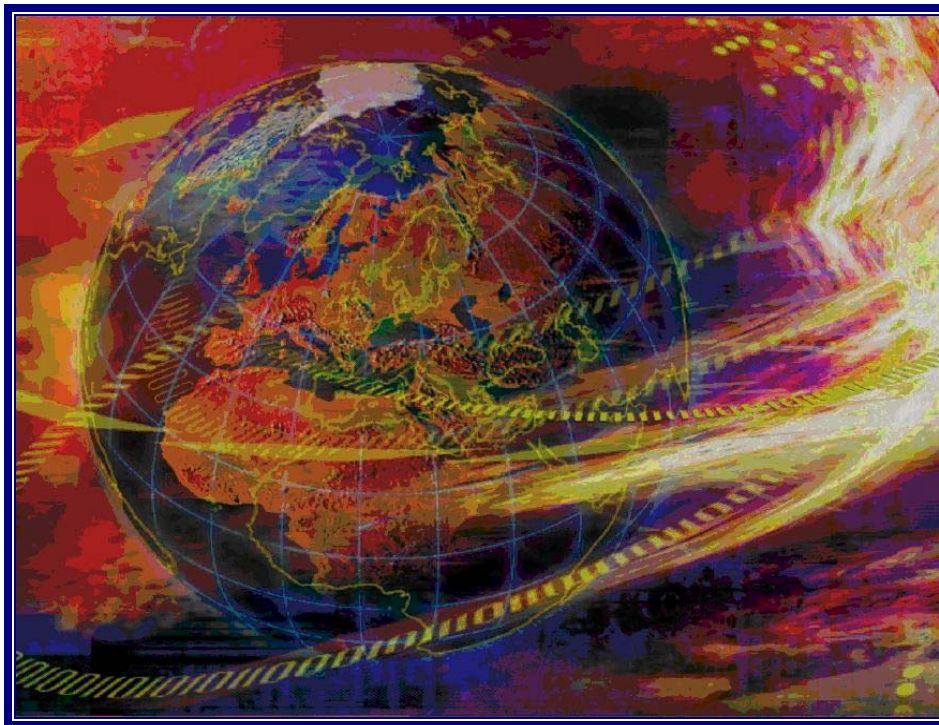




# MILLENNIA PAST PERFORMANCE SURVEY SUMMARY REPORT

## SURVEY VI

- ✓ Timeliness
- ✓ Responsiveness
- ✓ Quality
- ✓ Cost
- ✓ Technical
- ✓ Cooperation
- ✓ Recommendation
- ✓ Effort
- ✓ Overall Satisfaction



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**MILLENNIA CONTRACT  
PAST PERFORMANCE SURVEY  
SUMMARY REPORT FOR SURVEY VI**

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May 2009

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**MILLENNIA CONTRACT  
PAST PERFORMANCE SURVEY  
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**EXECUTIVE SUMMARY**

The performance of the Millennial Industry Partners is a matter of utmost interest to both GSA and its clients. A high-level of performance is expected and is critical to the continued viability and quality of the Millennium GWAC Program. Pursuant to FAR Part 42.15 – Contractor Performance Information, and in keeping with the dedication to continuous improvement, this survey was conducted to evaluate the past and present performance of the Millennium Industry Partners.

The Millennium Past Performance Survey VI for the period of January 1, 2008 through December 31, 2008 was designed to be all encompassing. The survey architecture was two-tiered, to the extent that it solicited input from both Internal and External Clients. For purposes of the survey, Internal Clients are Direct Order Direct Bill Clients and GSA value-add IT Professionals, and External Clients are those End-User Project Managers in Agencies, where Millennium tasks are in place. The survey utilized the same format and architecture as used in the base period, Survey II, Survey III, Survey IV and in Survey V, to allow for comparison between the survey periods.

A total of 72 Millennium Projects were surveyed. There were 40 External Client responses for the 70 External Client surveys solicited, which is a 57.14% response rate for the External Client tier; and there were 54 Internal Client responses for the 71 Internal Client surveys solicited, which is a 76.06% response rate at the Internal Client tier. The combined response rate for both Internal and External Clients was 66.67%. Overall, the data indicates that a 95.48% favorable rating from Internal and External Clients (i.e. Satisfied to Extremely Satisfied).

The rating scale: 5=Extremely Satisfied, 4=Very Satisfied, 3=Satisfied, 2=Dissatisfied, 1=Wholly Dissatisfied.

The overall total average score, across all nine categories for the nine Millennium Industry Partner Companies was a 4.33 out of a possible 5.0. This is a 0.8 decrease from the Survey V score of 4.41, a decrease of 0.2 from the Survey IV score of 4.35, a 0.7 increase from the Survey III score of 4.26, a 0.10 increase from the Survey II score of 4.23, and a 0.33 increase from the base year survey of 4.00.

The following are the categories used to survey the past performance of the Millennium Industry Partners. The overall average scores across all nine firms appear below:

Timeliness	4.24
Response	4.41
Quality	4.27
Cost	4.06
Technical	4.45
Cooperation	4.47
Recommend	4.35
Effort	4.34
Overall Satisfaction	4.32
Overall Average Score	4.32

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**MILLENNIA CONTRACT  
PAST PERFORMANCE SURVEY  
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**INTRODUCTION**

**Program History**

The Millennial contract is a Government Wide Acquisition Contract (GWAC) Program, which fulfills the Federal Governments' demand for large system integration and development projects by providing Information Technology (IT) services in a timely and cost-effective manner. The Millennial Contracts are Multiple Award, Indefinite Delivery Indefinite Quantity (IDIQ) contracts accessible on a worldwide basis.

The General Services Administration (GSA), Federal Technology Services (FTS), awarded the Millennial GWAC to twelve (12) firms on April 28, 1999. Due to corporate acquisitions, mergers, and one contract cancellation; the following changes have occurred since the original award of the Millennial GWAC: DynCorp Systems and Solutions, LLC became a wholly-owned subsidiary of Computer Sciences Corporation (CSC) and is now known as CSC Systems and Solutions LLC; OAO Corporation became a wholly-owned subsidiary of Lockheed Martin Services, Inc.; Northrop Grumman Information Technology acquired PRC, Inc. and Logicon, Inc.; and Boeing Information Services, Inc. cancelled.

The Contract Administration and Program Management of the Millennial Contracts are now performed by the Enterprise GWAC Center in San Diego, California. This transfer of authority became effective on October 1, 2003.

The Millennial GWAC Program has a contract ceiling of \$25 Billion over ten years. The base period of the contract was five years with a single five-year option period, which allows for a total contract period of ten years. The base period of the Contract ran from April 28, 1999 through April 27, 2004. On March 24, 2004, the Millennial Procuring Contracting Officer (PCO) determined that it was in the best interest of the Government to exercise the five-year option period. The option period extends the Contract from April 28, 2004 through April 27, 2009. During the evaluation to exercise the contract option, it was determined that two of the Millennial Contracts would be allowed to expire at the end of the base period of the contract. On July 14, 2008, the Millennial contract was extended 6 months. The new expiration date is now October 27, 2009.



**Industry Partners**

The contractors listed below comprise the cadre of current Millennia Program Industry Partners. Presently, there are nine (9) firms contracting under the Millennia GWAC.

<u>Contractor</u>	<u>Contract Number</u>
Booz Allen Hamilton Inc.	GS00T99ALD0202
Computer Sciences Corporation (CSC)	GS00T99ALD0203
CSC Systems and Solutions, LLC (formerly DynCorp)	GS00T99ALD0204
Lockheed Martin Services, Inc.	GS00T99ALD0205
Northrop Grumman Information Technology, Inc.	GS00T99ALD0206/207*
Raytheon Technical Services, Inc.	GS00T99ALD0209
Science Applications International Corporation (SAIC)	GS00T99ALD0210
Systems Research and Applications Corporation (SRA)	GS00T99ALD0211
Unisys Corporation	GS00T99ALD0212

\*Due to the acquisitions of Litton PRC, Inc. and Logicon, Inc., by Northrop Grumman Information Technology (IT), Inc., a single company now holds both contracts GS00T99ALD0206 and GS00T99ALD0207. Accordingly, all responses received under these two contract numbers are reported as Northrop Grumman IT in this report.

**Program Metrics**

The following metrics were applicable to the Millennia GWAC as of December 31, 2008:

- Total Number of Millennia Program Client Agencies: **26**
- Total Number of Millennia Program Task Orders: **149**
- Total Amount of Millennia Task Order Obligations: **\$8.19 Billion**
- Total Amount of Millennia Task Orders Awarded: **\$10.96 Billion**
- Number of active Millennia Task Orders through December 2008: **72**
- Total Millennia Task Order Obligations in 2008: **\$1.09 Billion**

**Millennia Client Agencies**

Top 5 Millennia Client Agencies:

<u>Client</u>	<u>Total Obligations</u>
Department of Defense	\$1.5 Billion
Department of the Army	\$1.2 Billion
Department of the Navy/USMC	\$1.2 Billion
Environmental Protection Agency	\$809 Million
NASA	\$465 Million

**Purpose of Survey**

The Millennia Past Performance Survey serves a variety of functions. These functions include:

1. Satisfying the contract administration requirement of Federal Acquisition Regulation (FAR) 42.15 – Contractor Performance Information – for the recording and maintaining of contractor performance information;
2. Fulfilling the General Services Acquisition Manual (GSAM) Subpart 542.15 – Contractor Performance Information – requirement for the systematic collection and maintenance of contractor performance information;
3. Complying with the Office of Federal Procurement Policy (OFPP) “Best Practices for Collecting and Using Current and Past Performance information (May 2000); and
4. Facilitating the collection and obtaining information inherent to the organizational goal of continuous improvement.

The collection and use of such information provides significant benefits. It enhances the Government’s ability to analyze both the performance quality and customer satisfaction. It also provides a powerful incentive for current contractors to maximize performance and customer satisfaction.

A sample of the survey respondents include a wide-range of clients, as shown below:

- Department of Defense, U.S Africa Command
- Department of Homeland Security, Washington, DC
- Department of the Army – Human Resources Command, Alexandria, Virginia
- Environmental Protection Agency, Washington, DC
- Securities and Exchange Commission, Washington, DC
- Defense Finance and Accounting Service, Washington, DC
- Small Business Administration, Washington, DC
- Pentagon Force Protection Agency, Washington, DC
- Department of the Air Force – SMC, Los Angeles AFB, CA
- Federal Aviation Administration, Washington, DC
- Office of Secretary of Defense, Washington, DC
- Defense Logistics Information Service, Washington, DC
- Department of the Army, United States European Command
- National Aeronautics and Space Administration, Goddard, MD

Following the survey, if requested, the Millennia GWAC Team will debrief all nine Industry Partners via webinar or in person at a future designated location. The Industry Partners will be provided a summary report of their survey scores and will be given an opportunity to submit comments to the PCO regarding their firm’s scores. The scores will also be placed in the National Institute of Health’s (NIH) Contractor Performance System (CPS) which feeds into the Past Performance Information Retrieval System (PPIRS); the government wide repository for past performance. A modified summary report, excluding specific Industry Partner data will be posted to the GSA website, [www.gsa.gov/millennia](http://www.gsa.gov/millennia), and made available to the public.

During the corporate debriefs, discussions will be centered on a continuous improvement plan for the future, as well as placing even greater emphasis on areas of particular strengths. For those projects where performance was found to be in need of attention and improvement, follow-up meeting(s) will be scheduled with appropriate points of contact.

### **Key Results**

Overall Average Score for all Industry Partners: **4.36**\*

Overall Survey Response Rate: **66.67%**\*

The charts and analyses on the following pages serve to further explain the specifics surrounding this performance survey.

\* Score based on 5-point scale.

\* Overall Survey Response Rate includes both External and Internal Responses to the total surveys solicited.

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**MILLENNIA CONTRACT  
PAST PERFORMANCE SURVEY  
SURVEY VI**

**DESIGN AND METHODOLOGY**

A requirement of the FAR is that the PCO measure the performance of the Millennia GWAC Contractors. FAR Part 42.15 requires that the PCO request agencies to evaluate Contractor performance, record and maintain performance information, and ensure that the contractors conform to contract requirements.

Pursuant to FAR 42.15 and in keeping with the dedication to continuous improvement, this survey was conducted to evaluate the 2008 contract performance of the Millennia GWAC Industry Partners. With assistance from the GSA Chief Information Office (CIO), a survey website was created for the collection of past performance information. The survey website link was sent via e-mail to all Millennia Internal and External Clients. The survey was designed to take very little time to complete and requested information on the following nine categories: Timeliness, Response, Quality, Cost, Technical, Cooperativeness, Recommendation, Effort, and Overall Satisfaction. The Overall Satisfaction category is scored using an automatic average score based on the other eight categories inputted by the respondents. A definition of each category and rating criteria was included in the correspondence.

On January 15, 2009, the survey website link was sent via email to the GSA Internal clients, located in the various Customer Support Centers nationwide, Direct Order/ Direct Bill Clients, which provide the acquisition, technical oversight and management for orders issued under Millennia. These individuals were the GSA Project Managers, Direct Order / Direct Bill Contracting Officers. An identical survey website link email was sent to the External Clients having first-hand knowledge of contractor performance. The Clients were encouraged to participate in the study and notified of the importance of the survey for the continued viability and quality of contract support. Both the GSA and client survey lists were taken from the Enterprise GWAC Center Award Tracking System (ATS) Database, GSA IT Solutions Database, FEDSIM TOS Database, and with the Millennia Industry Partners providing a listing of their points of contact. These sources were then compared and validated for the Past Performance Study.

A total of 141 surveys were distributed by email to survey the 72 active Millennia Task Orders. The final success rate of the distribution was 94 returned. The survey period had duration of 16 days, starting on January 15, 2009 and ending on January 31, 2009 (an additional survey week was granted from February 9 – 13). The PCO performed data validation to verify the accuracy of the data that was collected, prior to data analysis.

**MILLENNIA CONTRACT  
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**RESULTS AND ANALYSES**

**The following results and analyses are a synopsis of the Past Performance Survey for the sixth contract survey, year nine, for Millennia. Of particular note are the following:**

- A total of 72 Millennia Projects were surveyed. The survey was solicited from both the Internal GSA Clients and Agency Task Order Ordering Officials and External Clients (End-User Project Managers) for a total of 141 surveys being solicited.
- There were 40 External Client responses for the 70 External Client surveys solicited, which is a 57.14% response rate for the External Client tier.
- For the Internal Clients, there were 54 Internal Client responses for the 71 Internal Client surveys solicited, which is a 76.06% response rate at the Internal Client tier.
- The combined response rate for both Internal and External Clients was 66.67%.
- The overall total average score, across all nine categories for the nine Millennia Industry Partner Companies was a 4.33 out of a possible 5.0. This is a 0.8 decrease from the Survey V score of 4.41, a decrease of 0.2 from the Survey IV score of 4.35, a 0.7 increase from the Survey III score of 4.26, a 0.10 increase from the Survey II score of 4.23, and a 0.33 increase from the base year survey of 4.00.

**Specialized Analysis I – A Comparative Validation between Internal and External Surveys**

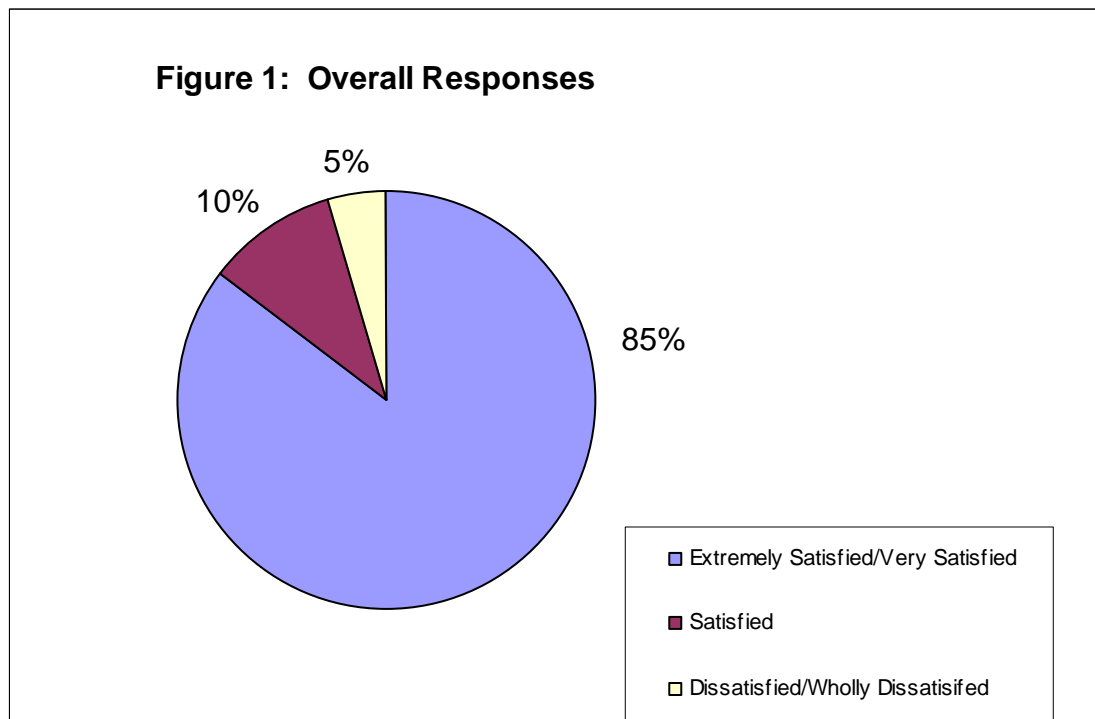
The following breakdown measures the performance of the Millennia Industry Partners for the period of January 1, 2008 through December 31, 2008. The survey counts represent individual data element responses, as evaluated for each of the survey categories.

<b>Table 3: Survey Responses and Project Counts</b>			
	<b>Internal</b>	<b>External</b>	<b>Totals</b>
Number of Projects Surveyed	71	70	141
Number of Responses Received	54	40	94

<b>Table 4: Overall Response Data</b>		
<b>Ratings</b>	<b>Internal and External Data Element Responses</b>	<b>Percentage of Total</b>
Extremely Satisfied/Very Satisfied	641	85.24%
Satisfied	77	10.24%
Dissatisfied/Wholly Dissatisfied	34	4.52%
Totals	752	100%

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Overall, the data indicates a 95.48% favorable rating from Internal and External Clients.



**Specialized Analysis II – A Comparative Analysis Among the Nine Millennium Industry Partners and Across the Nine Categories of the Survey**

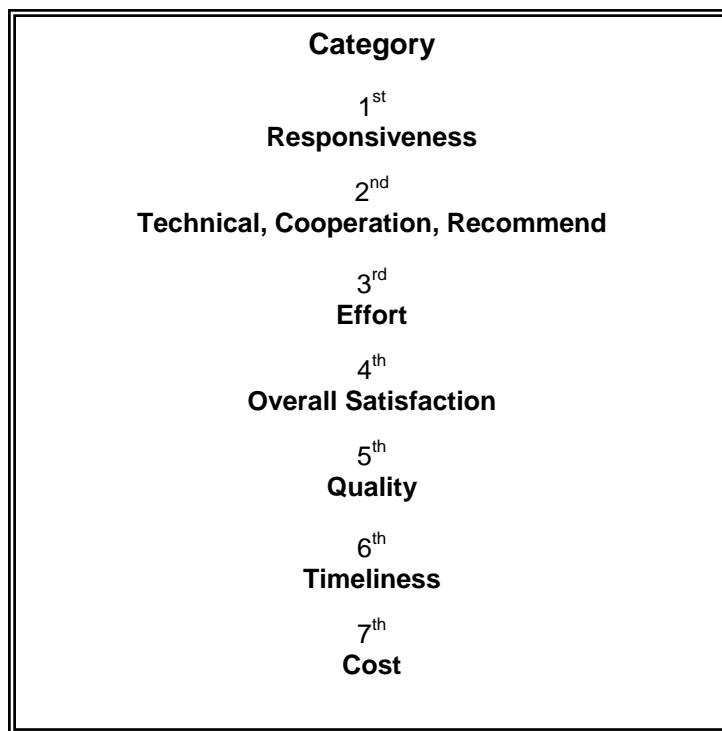
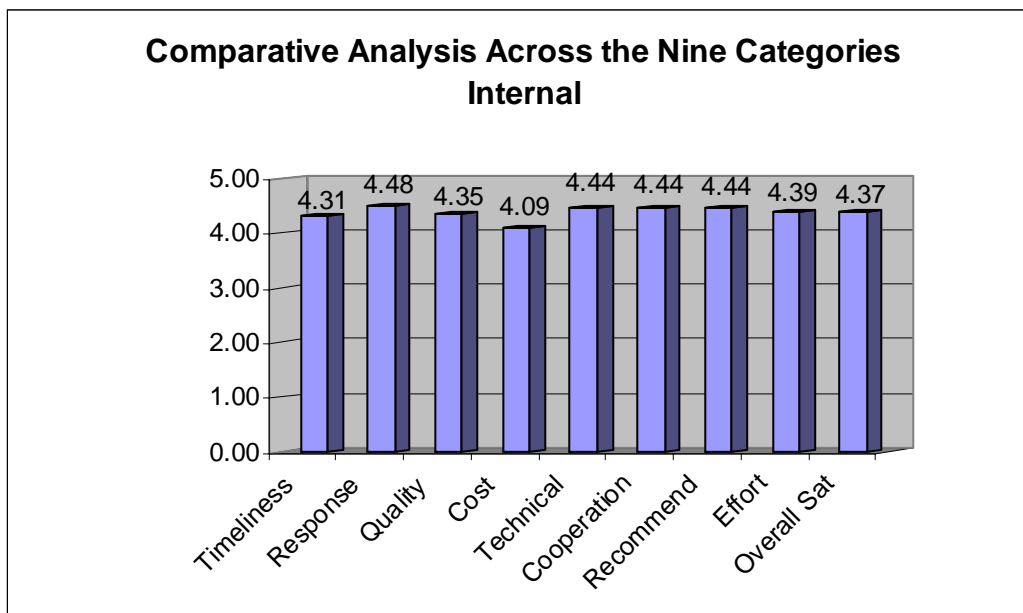
The following information shows how GSA Project Managers, as well as End-User Clients, rated the Millennium Industry Partners.

Project Managers for each of the Millennium projects in all regions, including FEDSIM, along with Millennium's Direct Order/Direct Bill Ordering Officials were sent the survey website. Whereby, 54 Internal Client responses were received. End-User Clients for each of the Millennium projects were also sent the survey website, and a total of 40 responded. These responses relate to a total of 72 active projects under the Millennium Program during the sixth survey period of the contract. The data below reflects the average score for each of the nine survey categories.

**Observations for Internal Survey Results**

- The overall weighted average range across the survey categories is from 4.09 to 4.48.
- There were no unfavorable or less than satisfied average scores for any of the Industry Partners in any of the survey categories.
- The Highest-rated category among the nine categories was Responsiveness.
- Cost was rated lowest among the survey categories.
- The overall range of scores across all of the Industry Partners was 0.00 to 4.83.

Internal Survey Category	Weighted Average for Contractors
<b>Timeliness</b>	4.31
<b>Response</b>	4.48
<b>Quality</b>	4.35
<b>Cost</b>	4.09
<b>Technical</b>	4.44
<b>Cooperation</b>	4.44
<b>Recommend</b>	4.44
<b>Effort</b>	4.39
<b>Overall Sat</b>	4.37
<b>Average</b>	<b>4.37</b>

**Relative Ranking of Categories for Internal Survey****Graphical Ranking of Categories for Internal Survey**

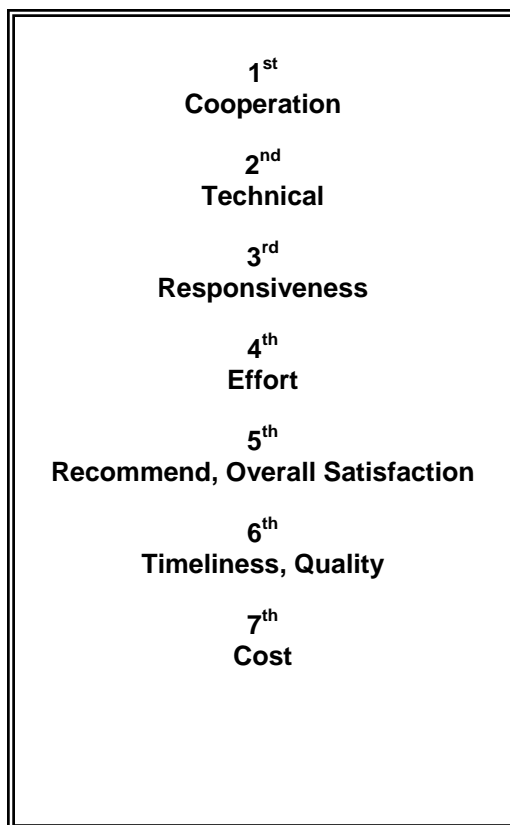
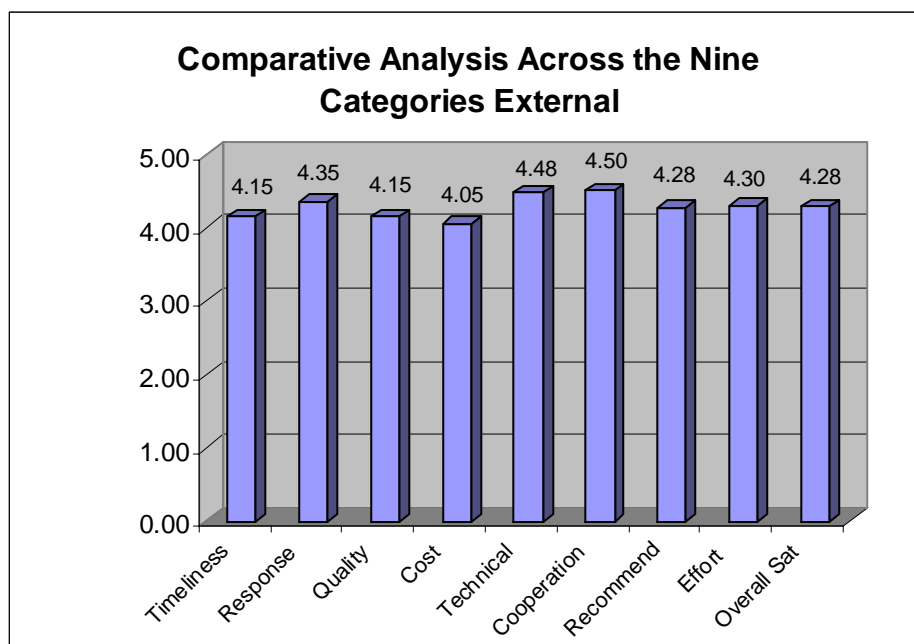
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**Observations for External Survey Results**

- The overall weighted-average range for the nine survey categories is from 4.05 to 4.50.
- There were no unfavorable or less than satisfied average scores for any of the Industry Partners in any of the survey categories.
- Cooperation was rated the highest with Technical Capabilities rated second highest of the nine categories.
- Cost had the lowest ratings among the survey categories.
- The overall range for the Millennia Industry Partners was from a low of 0.00 to a high of 4.73.

<b>External Survey</b>	<b>Weighted Average for Category</b>
<b>Timeliness</b>	4.15
<b>Response</b>	4.33
<b>Quality</b>	4.15
<b>Cost</b>	4.03
<b>Technical</b>	4.45
<b>Cooperation</b>	4.50
<b>Recommend</b>	4.23
<b>Effort</b>	4.28
<b>Overall Sat</b>	4.26
<b>Average</b>	<b>4.26</b>

**Relative Ranking of Categories for External Survey****Graphical Ranking of Categories for External Survey**

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**Specialized Analysis III – Crosscheck with the Millennium Base-Period, Survey II, Survey III, Survey IV, Survey V, and Survey VI Past Performance Study**

The data below represents a comparison of the overall weighted averages of the Internal and External responses received during the Base Period Past Performance Survey, Survey II, Survey III, Survey IV, Survey V, and the present survey, Survey VI. The Base Period Past Performance Survey covered the contract performance period of April 28, 1999 through December 31, 2003. Survey II covered the period from January 1, 2004 through December 31, 2004. Survey III covered the period from January 1, 2005 through December 31, 2005. Survey IV covered the period from January 1, 2006 through December 31, 2006. Survey V covered the period from January 1, 2007 through December 31, 2007. Survey VI covered the period from January 1, 2008 through December 31, 2008.

The chart below shows the Millennium Industry Partners Total Weighted Average Scores for the Base Period - Survey I, Survey II, Survey III, Survey IV, Survey V, and the current survey - Survey VI. The data indicates an overall program increase; except for Survey VI, which shows a decrease of 0.3 from Survey V to Survey VI.

<b>Table 11: Crosscheck with Millennium Base-Period Past Performance Survey</b>					
<b>Weighted Averages Scores</b>	<b>Weighted Averages Scores</b>	<b>Weighted Averages Scores</b>	<b>Weighted Averages Scores</b>	<b>Weighted Averages Scores</b>	<b>Weighted Averages Scores</b>
<b>Survey I Contract Years 1- 5 External and Internal</b>	<b>Survey II Jan. – Dec. 2004 External and Internal</b>	<b>Survey III Jan. – Dec. 2005 External and Internal</b>	<b>Survey IV Jan. – Dec. 2006 External and Internal</b>	<b>Survey V Jan. – Dec. 2007 External and Internal</b>	<b>Survey VI Jan. – Dec. 2008 External and Internal</b>
<b>4.00</b>	<b>4.23</b>	<b>4.26</b>	<b>4.38</b>	<b>4.39</b>	<b>4.36</b>

**MILLENNIA CONTRACT  
PAST PERFORMANCE SURVEY  
SURVEY VI**

**CONCLUSION AND RECOMMENDATION**

The Millennia GWAC Program continues to grow. At the end of Survey Period VI, there were 149 task orders in place with over \$8.19 Billion obligated and approximately \$10.96 Billion in total estimated contract value. One way to maintain this healthy position is by being persistent in contractor excellence while continuing to improve contractor performance.

The Past Performance data shows that there is a relatively wide range of contractor performance under the Millennia GWAC. The overall weighted average scores of the Millennia Industry Partners range from 3.78 to 4.83. All nine Millennia Industry Partners achieved scores over the 3.00 range (Satisfied) out of the 5.00 (Extremely Satisfied) range; this high level range of scores has changed very little from the Base-Period Survey through the Survey VI period.

The success of any organization is contingent on being able to make commitments relative to its products and services. Accordingly, any Millennia Industry Partners with weighted-average scores below 3.00 will be counseled in order to improve their overall scores in future Millennia Past Performance Surveys.

The counseling will include advising the contractor to review all of the categories rated in the survey and develop an action plan to identify problems, find the root cause of the problems, design a way to fix the problems, ensure that the problems do not return, and document the lessons learned. It should be noted, after the Survey II results, one Millennia Industry Partner was counseled regarding their low score. This resulted in an improvement plan provided to the Government by the Industry Partner in order to help elevate their performance scores.

Documenting lessons learned, along with company self assessments will enable companies to help identify their strengths and weaknesses in their overall performance and help these companies better understand their current capabilities, identify areas for improvement, establish a capability baseline, and provide the know-how to improve their project performance. Appropriately, the Past Performance Survey results along with their company self-assessments can serve as the vehicle to promote continuous improvement throughout their companies.